

## Message Text

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ACTION OC-05

INFO OCT-01 CCO-00 ISO-00 ( ISO ) W

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R 190250Z DEC 74

FM AMEMBASSY DACCA

TO SECSTATE WASHDC 5214

UNCLAS DACCA 5779

E.O. 11652: N/A

TAGS : ACOM, BG

SUBJECT : POUCH SERVICE

1. POUCH SERVICE TO DACCA HAS ALWAYS HAD ITS PROBLEMS. WE WERE RECENTLY ABLE TO CURE ONE WHEN WE PERSUADED THE FOREIGN MINISTRY TO INSTRUCT CUSTOMS OFFICIALS TO CLEAR ALL AIR FREIGHT POUCHES WITH THE SAME MINIMUM OF FORMALITIES AS IN THE CASE OF AIR POUCHES, THEREBY ENDING A TWO TO THREE WEEK DELAY. HOWEVER, WE ARE NOW EXPERIENCING MORE THAN USUAL DELAYS IN RECEIVING POUCHES.

2. SOMEWHERE THERE IS A BOTTLENECK. POUCHES FREQUENTLY FAIL TO ARRIVE ON THE SCHEDULED DAYS (OC-P SAYS THEY SHOULD COME ON TUESDAYS AND FRIDAYS, VIA TG-303 FROM BANGKOK). OFTEN THEY ARRIVE SOME DAYS LATER, AND USUALLY ON DIFFERENT AIRLINES (INDIAN AIRLINES FROM NEW DELHI DELIVER MANY).

3. WE HAVE ASKED THE LOCAL THAI AIRLINES REPRESENTATIVE WHAT SEEMS TO BE THE PROBLEM. HE SAYS IT IS PAN AM'S FAULT; EITHER THE POUCHES ARE SHORT LANDED OR ELSE ARE NOT DELIVERED TO THAI AIR IN BANGKOK IN TIME TO CATCH TG-303. INQUIRIES RE SEVERAL MISSING POUCHES INVARIABLY REVEAL POUCHES WILL END UP IN NEW DELHI WITH PAN AM UNABLE TO EXPLAIN JUST HOW OR WHEN THEY ARRIVED THERE.

4. WE KNOW DEPARTMENT IS ALWAYS LOOKING FOR WAYS TO IMPROVE POUCH SERVICE, AND WE WOULD APPRECIATE ANY SUGGESTIONS OFFERED US. HOWEVER, WE REQUEST DEPARTMENT TO  
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CHECK AGAIN WITH PAN AM TO SEE IF IT IS TO BLAME AND

WHETHER PROBLEM CAN BE SOLVED. IF PAN AM CAN OFFER NO ASSURANCE, WE URGE DEPARTMENT EXPLORE THE POSSIBILITY OF USING SAS. WE WELL AWARE THERE ARE RESTRICTIONS CONCERNING USE OF FOREIGN FLAG CARRIERS, BUT UNLESS THERE IS A WAY TO CLEAR UP THE PROBLEMS AND DELAYS WE ARE EXPERIENCING, SENDING THE POUCHES VIA (SAS) DULLES-COPENHAGEN-BANGKOK-(TG) DACCA COULD OVERCOME PROBLEM.

5. PERSONAL MAIL IS A MAJOR MORALE FACTOR HERE. SINCE IT IS INCLUDED IN POUCH, THE DELAYS CAUSE FOR MORE THAN USUAL CONCERN. AN EARLY SOLUTION TO OUR POUCH PROBLEM WOULD BE WELCOMED BY THE ENTIRE MISSION AND THEIR FAMILIES.  
BOSTER

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